



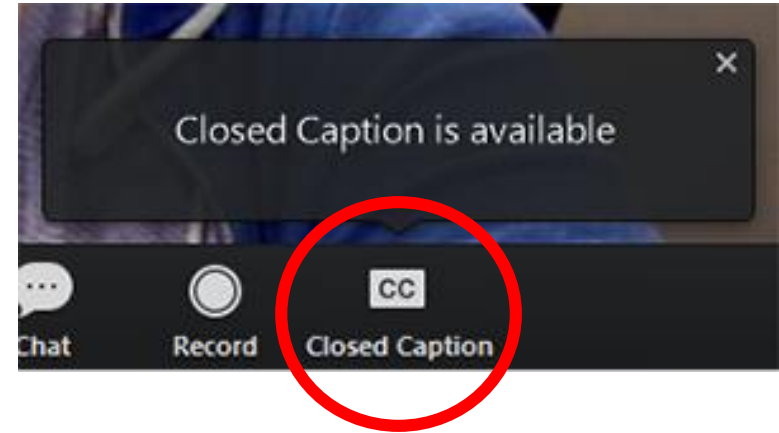
Expanding CalFresh to SSI Recipients: Outreach Campaign Kick-off for Partners

April 25, 2019

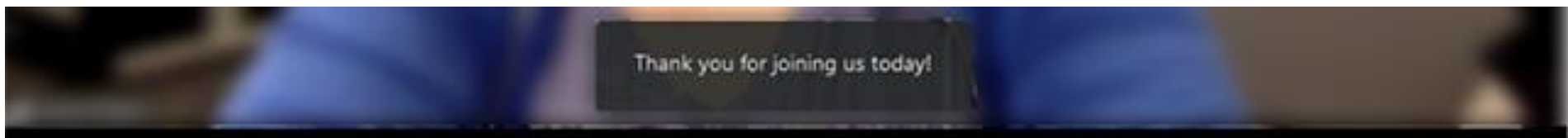
California Department of Social Services
CalFresh & Nutrition Branch

Zoom Live Stream

If you are joining us through Zoom Live Stream, the **CLOSED CAPTION** feature is at the bottom of your screen.



After selecting CLOSED CAPTION, you will see the captioning at the bottom of your screen.



Food for All



Welcome to Partners: Kim McCoy Wade

CalFresh & Nutrition Branch Chief,
California Department of Social Services
(CDSS)



Partner: Michael Herald

Director of Policy Advocacy,
Western Center on Law & Poverty (WCLP)/
Californians for SSI (CA4SSI)



Partner: Joseph Barry

Disability Organizing Group For
Initiating Total Equality (DOGFITE)



Partner: Megan Gamble

Communications & Outreach Manager,
County Welfare Directors Association (CWDA)



Agenda

- Policy Overview
- Outreach Tool Kit
- CDSS Outreach Plan
- Local Partner Outreach Plans
 - Los Angeles County, Department of Public Social Services
 - Shasta County, Health and Human Services
 - CA Association of Food Banks/ SF-Marin Food Bank
 - 2-1-1 San Diego
 - CA Department of Aging/ SF Area Agency on Aging
 - Resources for Independent Living, Sacramento

Policy Overview

- CalFresh food provides monthly food benefits for people with low-income (known nationally as SNAP)
- Food benefits are issued via EBT card and can be used at any grocery store or farmers market that accepts EBT
- The average amount nationally for older adult or people with disabilities is \$105-\$110 per month

Policy Overview

The state budget for FY 18-19 enacted June 2018 allows older adults and people with disabilities receiving SSI/SSP to also be eligible for CalFresh food benefits for the first time beginning June 2019.



SSI/SSP

There is NO change or reduction to SSI/SSP benefit.



Cash Assistance Program for Immigrants (CAPI)

CAPI recipients will receive a \$10 per person grant increase.

Policy Overview

Two new state food programs created to mitigate harm to those households negatively impacted by the change:

- **Supplemental Nutrition Benefit (SNB)** Program will provide supplemental state-funded nutrition benefits to CalFresh households that experience a CalFresh benefit reduction at the time of implementation.
- **Transitional Nutrition Benefit (TNB)** Program will provide transitional state-funded nutrition benefits to CalFresh households that experience a CalFresh eligibility loss at the time of implementation.

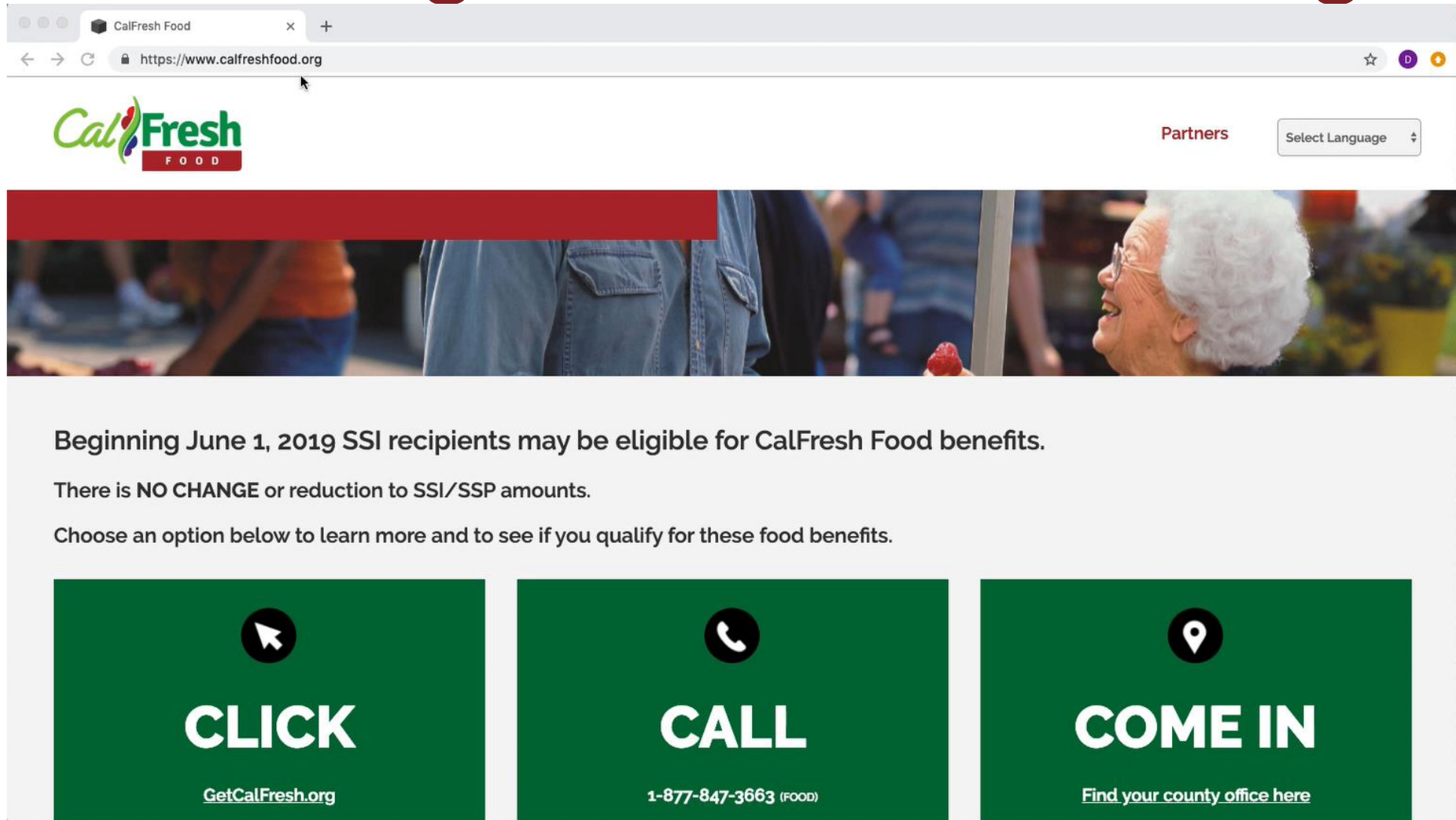
Policy Overview

Key CalFresh policies for households with older adults and people with disabilities:

- Authorized Representatives can apply on behalf of and assist households to maintain benefits
- Reasonable accommodations will be provided when needed by people with disabilities
- Older adults and people with disabilities may be eligible for three year certification
- Medical expenses may be deducted to get more CalFresh food benefits
- All shelter expenses may be deducted to get more CalFresh food benefits

Outreach Tool Kit for the Expansion of CalFresh

Web Page: CalFreshFood.org



The screenshot shows the CalFresh Food website. The browser address bar displays "https://www.calfreshfood.org". The CalFresh Food logo is in the top left, and a "Partners" link and a "Select Language" dropdown are in the top right. A large banner image shows a group of people, including an elderly woman. Below the banner, a text block states: "Beginning June 1, 2019 SSI recipients may be eligible for CalFresh Food benefits. There is **NO CHANGE** or reduction to SSI/SSP amounts. Choose an option below to learn more and to see if you qualify for these food benefits." Below this text are three green buttons: "CLICK" with a cursor icon and the link "GetCalFresh.org"; "CALL" with a phone icon and the number "1-877-847-3663 (FOOD)"; and "COME IN" with a location pin icon and the text "Find your county office here".

CalFresh Food

Partners

Select Language

Beginning June 1, 2019 SSI recipients may be eligible for CalFresh Food benefits.

There is **NO CHANGE** or reduction to SSI/SSP amounts.

Choose an option below to learn more and to see if you qualify for these food benefits.

CLICK
GetCalFresh.org

CALL
1-877-847-3663 (FOOD)

COME IN
Find your county office here

Web Page: CalFreshFood.org/Partners

CA.GOV

CDSS

Department of Social Services

Search...

Select Language

Powered by Google Translate

Disclaimer

Information & Resources Letters/Regulations Forms/Brochures Fiscal/Financial Data Portal

CDSS Programs | CalFresh | Expanding CalFresh to SSI Recipients - Partners

Expanding CalFresh to SSI Recipients - PARTNER TOOLS

FLYER

Note: Large print and braille formats pending.

- English
- Spanish (pending)
- Chinese (pending)
- Russian (pending)
- Vietnamese (pending)

ADDITIONAL CALFRESH OUTREACH TOOLS

- CalFresh Food Logo Templates
- CalFresh Healthy Living Resources
- Get More at Farmers Market

Expanding CalFresh to SSI Recipients - TRAININGS

For recorded webinar presentations, webinar presentation slides, and/or handouts, visit the [Expanding CalFresh to SSI Recipients Training](#) webpage.

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Outreach Tool Kit Overview

Digital tool kit featuring client and partner materials:

- Flyer
- Posters (various sizes)
- Brochures
 - Older Adults
 - People with Disabilities
 - Caregivers
- Fact Sheet

- Translations in Spanish, Russian, Cantonese, and Vietnamese languages
- Available in large print, digitally accessible format, and Braille for the blind or visually impaired

Posters in English/Spanish mailing to counties and assisters

Outreach Toolkit Materials: Flyer

DO YOU RECEIVE SSI? DON'T MISS OUT ON FOOD BENEFITS



Beginning June 1, 2019
SSI recipients may be eligible
for **CalFresh Food benefits**.

What is CalFresh Food?

CalFresh Food helps people with low-income buy the nutritious food they need for good health. Recipients can buy food any grocery store or farmers market that accepts EBT.



How do I know if I am eligible?

- Click, Call or Come in to your local county office.
- Complete an application – by phone, on-line, or in person.
- Complete an interview – by phone or in person
- Provide proof of income and expenses, if needed.
- The county will determine your eligibility in 30 days or less.

Does CalFresh Food change my SSI benefits?

There is **NO CHANGE** or reduction to SSI/SSP amounts.



Click **GetCalFresh.org**
to apply online



Call **1-877-847-3663** (FOOD)



Come in/find an office
at **CalFreshFood.org**



For other languages, or reasonable accommodations, find an office at
CalFreshFood.org. For speech and/or hearing assistance call **711 Relay**.

Funded by USDA, an equal opportunity provider and employer.

Outreach Toolkit Materials: Poster

DO YOU RECEIVE SSI?
DON'T MISS OUT ON FOOD BENEFITS



Beginning June 1, 2019
SSI recipients may be eligible
for **CalFresh Food benefits**.
There is no change to SSI/SSP.



- Click **GetCalFresh.org**
to apply online
- Call **1-877-847-3663** (FOOD)
- Come in/find an office at
CalFreshFood.org

For other languages, or reasonable accommodations, find an office at
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Funded by USDA, an equal opportunity provider and employer.



¿USTED RECIBE SSI?
NO SE PIERDA LOS BENEFICIOS DE ALIMENTOS



A partir del 1 de Junio de 2019,
los beneficiarios de SSI pueden
ser elegibles para recibir
beneficios de CalFresh Food.
No hay cambios en SSI/SSP.



- Haga clic en **GetCalFresh.org**
para enviar la solicitud
en línea
- Llame al **1-877-847-3663**
(FOOD)
- Encuentre una oficina en
CalFreshFood.org

Para otros idiomas o adaptaciones razonables, encuentre una oficina en
CalFreshFood.org. Para ayuda con el habla o la audición, llame al **711 Relay**.

Financiado por USDA, un proveedor y empleador que ofrece igualdad de oportunidades.



Outreach Toolkit Materials: Brochures

Beginning June 1, 2019
SSI recipients may be
eligible for **CalFresh
Food Benefits**

There is NO CHANGE or reduction
to SSI/SSP amounts



For more information Click, Call or
Come in to your county office to apply
and find out more.

- Click [GetCalFresh.org](https://www.getcalfresh.org)
to apply online
- Call **1-877-847-3663** (FOOD)
- Come in/find an office
at [CalFreshFood.org](https://www.CalFreshFood.org)



State of California
Health and Human Services Agency
California Department of Social Services
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and employer

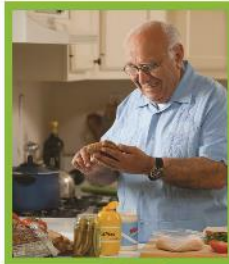


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CONTACT YOUR COUNTY OFFICE AT

DO YOU
RECEIVE SSI?
DON'T MISS OUT ON
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Beginning June 1, 2019
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CONTACT YOUR COUNTY OFFICE AT

DO YOU KNOW
SOMEONE WHO
RECEIVES SSI?
THEY MAY BE ELIGIBLE
FOR **FOOD BENEFITS.**



Older Adults

People with Disabilities

Caregivers

Outreach Toolkit Materials: Fact Sheet



FACT SHEET

Beginning June 1, 2019 SSI recipients may be eligible for **CalFresh Food benefits**. There is **NO CHANGE** to Supplemental Security Income/State Supplementary Payment (SSI/SSP).

FOOD BENEFITS

What are CalFresh Food benefits?

- CalFresh provides monthly food benefits for individuals and families with low income. CalFresh is California's **Supplemental Nutrition Assistance Program (SNAP)**.
- CalFresh food benefits are issued monthly to eligible households via an **Electronic Benefit Transfer (EBT)** card. The EBT card can be used at grocery stores and farmers markets that accept EBT.
- CalFresh Food benefits stretch food dollars for individuals and families. This means more money for more nutritious foods, including fruits and vegetables.
- The amount of CalFresh food benefits a household receives is based on household size, income, and monthly expenses, such as housing, utilities, and medical costs. The average amount nationally for an older adult or person with disability is \$165 – \$110 per month. The range is \$35 – \$392 per month.

Household Size	Maximum Monthly Food Benefit Amount
1	\$82
2	\$133
3	\$183
4	\$233
5	\$282
6	\$331
7	\$379
Each additional person	+\$144

*Eligible for CalFresh based on income only.



PG. 1

- CalFresh food benefits also allow eligible older adults and people with disabilities to buy hot and prepared meals at participating restaurants in some counties through the **Restaurant Meals Program (RMP)**.
- Employment and training services may also be available to increase the employment and earning capacity of CalFresh recipients.
- All are welcome – older adults, qualified immigrants, people with disabilities, non-English speakers, people who are homeless, children, and all recipients of SSI.

What does the expansion of CalFresh to SSI recipients mean for SSI?

- Older adults and people with disabilities receiving SSI may be eligible for CalFresh food benefits beginning June 1st and any time thereafter.
- There is **NO CHANGE** to the SSI/SSP monthly benefit. SSI recipients may now get both SSI/SSP and CalFresh Food benefits.
- Cash Assistance Program for Immigrants (CAPI)** recipients will automatically receive a \$10 per person grant increase beginning June 1st to be the same as SSI/SSP.
- New state **Supplemental Nutrition Benefits (SNB)** on EBT were created to aid existing CalFresh households with an excluded SSI member that experience a drop in their CalFresh benefits when the SSI member is added at implementation.
- New state **Transitional Nutrition Benefits (TNB)** on EBT were created to aid existing CalFresh households with an excluded SSI member that experience a total loss of their CalFresh benefits when the SSI member is added at implementation.

Nearly Eligible for CalFresh

SSI recipients with no other income.

Still Eligible for CalFresh, Increased Food Benefits

SSI recipients with other income, such as SSI/SSP and Supplemental Security Income.

Still Eligible for CalFresh, Decreased Food Benefits

Households with any combination of SSI/SSP and other income, such as SSI/SSP and Supplemental Security Income.

Nearly Ineligible for CalFresh

Households with any combination of SSI/SSP and other income, such as SSI/SSP and Supplemental Security Income.



PG. 2

APPLICATION PROCESS

For New Applicants

- The CalFresh application process includes:
 - Complete an application – click, call, or come in.
 - Complete an interview – call or come in.
 - Provide proof of income and expenses, if needed.
 - County determines eligibility in 30 days or less for 3 days if there is zero or very little money available.
 - County provides an EBT card.
- Language services and non-emergency accommodations for people with disabilities are provided by counties.
- Households may be eligible for expedited services benefits within 3 days if they have zero or very little money available.
- Proof of income and expenses may be required, including housing and medical costs. If you need more information or are having difficulty obtaining proof, the county office can help you.
- A household may designate an **Authorized Representative (AR)** to act on behalf of the household by phone or in person. To apply on behalf of a household, the AR must provide proof of identity for themselves and the applicant.
- SSI recipients may be eligible for CalFresh beginning June 1st. Applications for June CalFresh benefits may be submitted in May. SSI recipients that apply in May will still only receive June CalFresh benefits. The date of any May application will not impact the amount of June CalFresh benefits. Contact your local county for more information.
- Beginning June 1st, the **Social Security Administration (SSA)** field offices will also screen SSI recipients at application or reconsideration. SSA will assist SSI-only households who are not receiving CalFresh to apply (this is known as "joint processing"). SSI individuals in a household with non-SSI members will be referred by SSA to the county for assistance to apply.



PG. 3

For Households Already Receiving CalFresh

- Households who already receive CalFresh and who have an excluded member do not need to re-apply. Counties will contact about household status of their new report date. Households can always contact counties with questions or to report a change.
- If a household adding the SSI recipient results in an:
 - Increase** in a household's current CalFresh food benefits, they will simply receive more CalFresh food benefits on their existing EBT card.
 - Reduction** in household's current CalFresh food benefits, they may be eligible to receive the **Supplemental Nutrition Benefit (SNB)** on their existing EBT card.
 - Total loss** of current CalFresh food benefits, they may be eligible to receive the **Transitional Nutrition Benefit (TNB)** instead on their existing EBT card.
- A CalFresh household is defined by purchase and prepare rules. Some SSI recipients may purchase and prepare food separately from others in their residence, and then they may be considered their own CalFresh household.

Including Expenses Can Lead to More Food Assistance

- Households with at least one older adult and/or person with disability with verified out-of-pocket medical expenses over \$35 and less than \$155 a month can claim **Standard Medical Deduction of \$120**. Eligible households can always claim actual expenses above \$155.
- Households that include at least one older adult and/or person with disability have no cap on the **shelter deduction** and may claim all actual shelter expenses.
- Households that include a member that works or is looking for work may deduct actual costs for **dependent care**, including child care or care for an older adult and/or person with disability regardless of age.

Click GetCalFresh.org to apply online.

Call: **1-877-647-3663 (FOOD)**

Come in / find an office at CalFreshFood.org



For more information: www.CalFreshFood.org
 Funded by USDA, its exact opposite is private for no employer.

PG. 4



CDSS Outreach Plan

- Press release May 1st for CalFresh Awareness Month
- Social media (#ChooseCalFresh from LADPSS)
- Postcard to SSI recipients in May
- Radio ads and op-eds June-August



Local Partner Outreach Across the State

Partnerships

- California Department of Social Services
- California Health and Human Services Agency
- Los Angeles County Department of Public Social Services
- Shasta County Health & Human Services Agency
- San Francisco-Marín Food Bank
- 2-1-1 San Diego
- California Department of Aging/ San Francisco Area Agency on Aging
- Resources for Independent Living, Sacramento



Mark Ghaly, MD, MPH

Secretary

California Health and Human Services Agency
(CHHS)



A scenic view of the Los Angeles skyline, featuring several prominent skyscrapers in the background. In the foreground, there are several tall palm trees with green fronds and some brown, dried fronds. The city buildings are visible in the mid-ground, nestled between the palm trees and the skyline. The sky is a clear, pale blue.

County of Los Angeles
Department of Public Social Services

LADPSS Outreach

Text Messages

- DPSS will be sending out text messages to IHSS recipients and to current CalFresh households containing an SSI/SSP recipient. The purpose of text messages is to inform these two populations that they are potentially eligible for CalFresh effective June 1, 2019.

Outbound Calls



- DPSS will be conducting outbound calls to 1) IHSS recipients on SSI, and 2) current CalFresh households containing an SSI/SSP recipient. The purpose of the calls is to inform these two populations that they are potentially eligible for CalFresh effective June 1, 2019.

LADPSS Outreach

IHSS Providers Informational Notice

- The Informational Notice is target IHSS providers as they already provide care to the IHSS recipients. The idea is to encourage IHSS providers to inform IHSS recipients about the CalFresh Program and their new opportunity for potential eligibility. This informational notice is intended to inform IHSS providers about:

Outreach Materials

For Internal Use Only


Five General Talking Points related to the CalFresh Expansion for SSI Recipients to encourage IHSS Recipients to apply for CalFresh




- Effective June 1, 2019, SSI/SSP Recipients are potentially eligible for food benefits through the CalFresh Program.
- The SSI/SSP benefit grant will not change.
- Food benefits are available through the use of an Electronic Benefit Transfer (EBT) card that works like a debit bank card.
- You can use your EBT card at participating restaurants, supermarkets and Farmer's Markets. You can authorize your current provider (or other trusted person) to purchase food/groceries on your behalf!
- I can assist you in connecting to food benefits today.

Further guidance based on the IHSS Recipient's response to Talking Point #5:

If the IHSS recipient/SSI recipient...	Then do the following:
Is a member of a household that already receives CalFresh...	Advise that they will be added to that existing CalFresh case at the next: <ul style="list-style-type: none"> Periodic SAR 7 Report; Recertification; or They can choose to call CSC to be added anytime.
Is not a member of a household that receives CalFresh and is interested in applying...	Initiate a CalFresh application via GetCalFresh.org
Is not a member of a household that receives CalFresh, but is not interested in applying at that moment.	Explain that they may apply later and provide them with a copy of: <ul style="list-style-type: none"> The Pass-It-On Card

For more information on CalFresh Expansion for SSI/SSP Recipients, administrative staff may contact CalFresh Program at (562) 908-6345 or email: DPSSCalFresh@dpss.lacounty.gov



ATTENTION: IHSS Providers
Effective June 1, 2019



IHSS recipients receiving SSI/SSP are potentially eligible for food benefits through CalFresh.

What is CalFresh?

- CalFresh is a food benefit program that helps buy food.
- These food benefits are delivered electronically via the Electronic Benefits Transfer (EBT) Card.
- The EBT card works the same as a bank debit card.
- These food benefits may be used at any participating restaurants, supermarkets, and/or Farmer's markets.

How Can You Help?




ENCOURAGE your IHSS Recipient(s) to apply for CalFresh in one of three ways:

-  **CALL** our Customer Service Center at (866) 613-3777
-  **CLICK** to apply online at GetCalFresh.org
-  **COME IN** to your nearest CalFresh District Office to apply in person

If you are an Authorized Representative for an IHSS recipient, you may **ASSIST** in:

- Submitting an application for CalFresh on their behalf.
- Purchasing the IHSS Recipient's food using the assigned EBT card.

For more information, or to find the nearest DPSS office, visit dpss.lacounty.gov or call (866) 613-3777

 @LACoDPSS
  @LACo_DPSS
  @LACo_DPSS

FRONT

BACK

GOOD NEWS!

Effective June 1, 2019
SSI/SSP recipients are potentially eligible for CalFresh benefits!




County of Los Angeles
DEPARTMENT OF
PUBLIC SOCIAL SERVICES

How to Apply



CALL
our Customer
Service Center at
(866) 613-3777

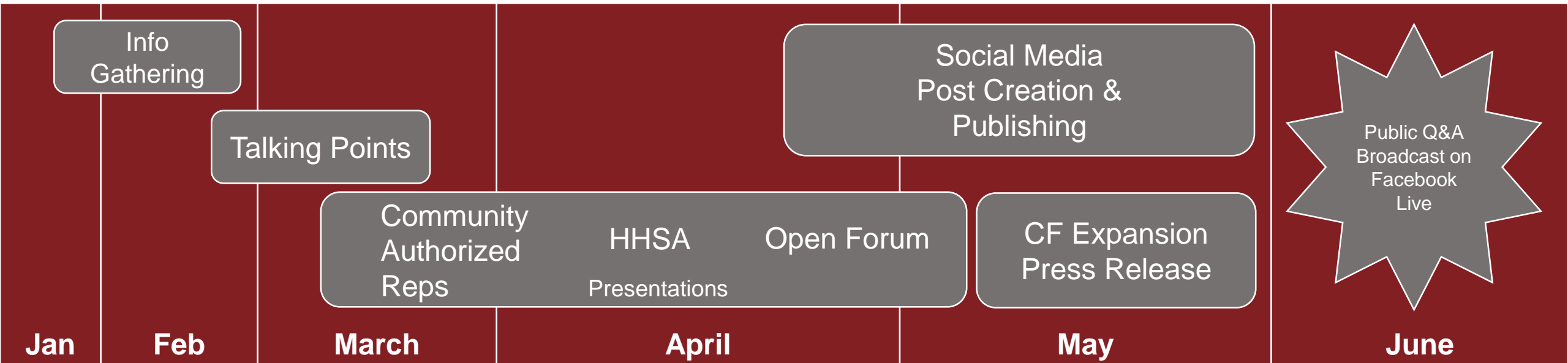


CLICK
to apply online at
GetCalFresh.org

For more information on CalFresh or other programs offered by the Department of Public Social Services, visit dpss.lacounty.gov.

 @LACoDPSS
  @LACo_DPSS
  @LACo_DPSS

Outreach Timeline



Presentations

Targeted Forums

- Community AR Agencies
 - Hospitals
 - Long-Term Care
 - Advocates
- Adult Services
 - In Home Support Services
 - Mental Health Services

Open Forums

- Open Agency Presentation
 - May 1st
 - Open Presentation for County personnel
 - Open to Depts. beyond HHSA
- Public Q&A
 - In Person Presentation
 - Simulcast on Facebook Live

Community Partners



- Norcal 211
- Hill Country Health & Wellness
- Shasta Community Health Center
- Dignity Health
- PSA 2, Area Agency on Aging
- Good News Rescue Mission
- Salvation Army
- People of Progress
- Tri County Community Network
- WIC & NFP
- NorCal Center on Deafness
- IHSS
- Shascade Community Services
- Northern Valley Catholic Social Services
- Independent Living Services of Northern California
- SC Opportunity Center
- Far Northern Regional Center
- SC Office of Education
- Rowell Family Empowerment
- Redding Senior Center



Northern Valley
Catholic Social Service
INSPIRING HOPE & TRANSFORMING LIVES



Shasta County
**Health & Human
Services Agency**

San Francisco-Marin Food Bank

CalFresh Outreach



- In-Depth Trainings, Client & CBO Education, Marketing Materials, Social Media
- Hiring, Targeted Screening and Application Assistance, Integrated FB Programming
- Hiring, Strategic Partnerships with CBOs serving SSI population
- CF Forum, Enrollment Events, Media Engagement, Monthly Calls



In Focus: Older Adult Programs

- Integration of Food Bank Programming to provide One-Stop Screening and Enrollment
- CSFP, Pantries, Home Delivered Groceries
- Predominantly SSI recipients
- On-site enrollment at CSFP distributions and Pantries
- Phone Screening and Enrollment for HDG participants



Enrollment Events at Senior Housing

- Neighborhood Same Day Enrollment Events
 - SOMA/TL, Fillmore, Chinatown, Mission
- Train Housing Staff to Pre-Screen and Prep Clients with Medical Expenses
- Multiple Events/Week
- EWs on site to Interview

Big news! **WANT TO SAVE MONEY ON FOOD?**

If you get SSI, you can apply for CalFresh too, starting June 1st, 2019. You could get up to \$192 a month to spend on groceries.

“ I am 86 years old, and since I started CalFresh, I can buy better food and eat healthier meals. I feel and live better now. ”
- Food Bank client, San Francisco

SF-MARIN FOOD BANK
Call the San Francisco-Marin Food Bank to get assistance today:
415-549-7021
1 English 2 español 3 中文
sfmfoodbank.org/find-food





CalFresh Expansion

- 400,000 or 33% of SSI recipients located in the 8 counties 2-1-1 currently serves
 - San Diego County
 - Imperial County
 - Kern County
 - San Bernardino
 - Santa Barbara
 - Orange County
 - Riverside County
 - Sacramento County
- Languages in focus:
 - Spanish
 - Cantonese
 - Tagalog
 - Vietnamese
 - Arabic

Engage-Educate-Enroll Outreach Campaign

Engagement	Education	Enrollment
<ul style="list-style-type: none"> • Region-specific focus on accessible single points of entry for enrollment support • Targeted outreach via direct mail, text, email marketing, social media, street outreach, GIS mapping • Develop/strengthen partnerships with local agencies 	<ul style="list-style-type: none"> • Language lines • Multilingual staff • Culturally competent, multilingual materials 	<ul style="list-style-type: none"> • Over the phone • On-site at subcontractor offices • Mobile enrollment sites setup at high volume areas

Older Adult Outreach and the Area Agencies on Aging (AAAs)



- City and County of San Francisco has developed a Communications and Outreach Plan developed across multiple Departments, working in coordination
- Reaching Older Adults and Adults with Disabilities by utilizing our AAA services network, comprised of community based organizations throughout the City. Two activities we will be using:

Older Adult Outreach and the AAAs – City of San Francisco



- 1) Forums for community based organizations (CBO) contracting with the City, with at least one focused on AAA providers
 - Forum to provide background info about the CalFresh changes, data about eligible populations and distribution, training about resources and CalFresh, and launch of a **toolkit** designed for CBO use.
 - This **toolkit** will a) orient CBOs to the policy change and its implications; b) describe how to assist SSI recipients in applying for CalFresh; c) deliver partner resources such as translated CDSS marketing materials (i.e. post cards, fact sheets); and d) provide research-based messaging for partners to use in their own outreach efforts as well as recommendations for how to implement them.

Older Adult Outreach and the AAAs – City of San Francisco



2) Outstation of City eligibility workers at CBOs.

- Planning to outstation 4 workers at Aging and Disability Resource Center sites in the City
- City has 12 ADRCs located at CBO sites, the four selected will be with a focus on placing workers in neighborhoods with higher eligible population densities

Outreach to People with Disabilities Through Developing Partnerships with Independent Living Centers (ILCs or CILs)



- ILCs are nonresidential, consumer controlled (by and for PWD) tasked with providing support for PWD to increase access to community-based living and resources
- 28 centers throughout California (Find your center [here](#))
- Independent Living Specialists (ILS) work collaboratively with consumers to develop plans and identify appropriate community resources

In Focus: Independent Living Approach for Working Collaboratively with PWD

- Working from a consumer centered perspective
 - Using appropriate language — person centered versus identity centered (person with disability versus disabled)
- Collaboratively developing an Independent Living Plan (ILP)
- Assisting consumers with service navigation
 - With consumer permission, acting as a 3rd Party Contact
- Value provided through peer counseling

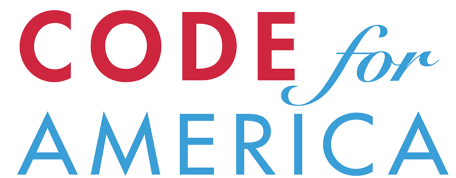


Example: From a New Consumer's Perspective



- Often contact begins with a phone call
 - Sometimes first contract results in a simple Information & Referral service
- During intake, ILS ask about sources of income and current services received
- Most frequently requested services: Housing and opportunity to increase base income, access to healthcare and transportation
- Initial conversation at intake includes an opportunity to develop an ILP, which can now include opportunity for CalFresh application support

Current Application Assisters



New Application Assistors

- **Area Agencies on Aging/** Department of Aging (CDA)
- **Independent Living Centers/** Department of Rehabilitation (DOR)
- **Regional Centers/** Department of Developmental Services (DDS)
- **County Nutrition Action Partnerships (CNAP)/** Department of Public Health (CDPH)
- **Social Security Administration (SSA)**



May is CalFresh Awareness Month



More Outreach Resources

- CalFreshHealthyLiving.org
- Get More at the Farmers Market campaign

THANK YOU

Questions? Feedback?

Email: CalFreshAccess@dss.ca.gov